

Mr. Rodney Blevins:
Vice President Dominion Virginia Power.

Dear Mr. Blevins

I would like to relay to you a situation or perhaps situation which occurred late Sunday night; Feb 27th and early Monday Morning Feb 28th this year.

On Sunday night my wife and I were watching the "Oscars" on TV. When we heard a storm; Thunder and Lightning developing. Before we could turn off the TV. set we heard a Loud "Bang" and the power went off. I went outside to look around, all the homes around us had power. I said to my wife "Houston we have a problem." We didn't think Dominion would come to fix one isolated problem this early in the game. So we decided to get started, we got our last Dominion bill out which had every phone number you would need on it. We called and talked to a computer.

after answering a few questions, we thought we would hear from them in a few hours, days or what?

ReLay Mr. Blevins, the news is about to get better, with in a few minutes from the time I hung up the phone rang. It was Chris ~~a~~ a real live knowledgeable person from Dominion. After talking to him and answering a few questions he informed us some one and a truck were on the way to our house. a little later

Scott Riley driving a bucket truck came up our drive way. It just started to rain. I asked him if he could work in the rain? He answered 'No Problem' he backed up the truck to the pole and in a heavy rain started to work. after a few test he said "It didn't look good." Most likely it was a bad Transformer. However before he called it in he wanted to make sure. He tested again and said "Bad Transformer"

be called the problem in and left for his next job. He said a crew would be here with a new Transformer to do the job. By now it was getting day-light and raining harder. The wet ground would not support a bucket truck. So when the crew of Matt McKinney, Brandon Fisher, Justin Sharpe and Matt Crush arrived they had to change trucks and work out of a four-wheel drive pick-up truck which meant they had to climb the pole and use a Block and tackle to place the Transformer. It never phased them. They worked with efficiency, compassion and pride at the same time incorporating safety into every step of the operation. It was a classic clinic on team work. Before putting their tools away they checked to make sure I had power. They also told me not to worry about the condition of the yard. The nuts would be taken care of. The contractor has contacted me. They are waiting for a few dry days.

In closing I will Summarize.

Chris . the first person on the phone
was very helpful and
informing.

Scott Riley the first one to arrive
was very business like.
No fooling around had a
Let's do it attitude.

Matt McKenney Brandon Fisher
Justin Sharpe and Matt Cusick the
team which replacing the
transformer worked as a team
described above.

Eric B dug out the information
I needed to write this
Letter and kept me
generally informed.

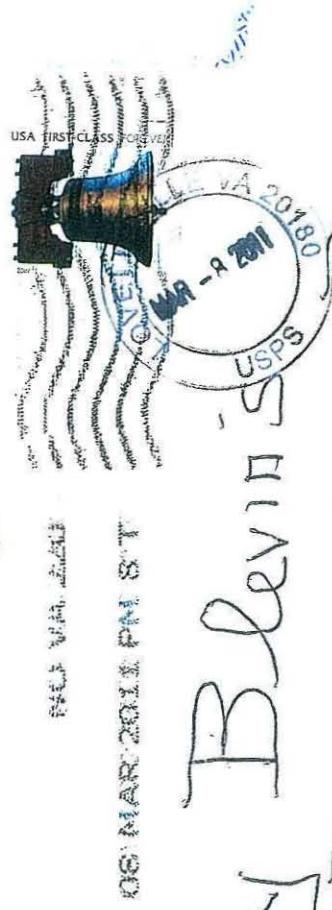
As the last truck was
pulling out of my Drive way
I got a Lump in my Throat.
The same kind of Lump I got
as a Korean Veteran on the

fourth of July when a Military
Band Plays John Philip Sousa^{is}
The Stars and Stripes Forever.

once again Thank-you.

Gene & Patricia Raymond
13324 Berlin Tpke
Lorettsville VA
20180 .

H.E. Raymond
13324 Berlin Circle
Lovesville VA
20180



Mr. Rodney Bevin S.
Vice President
Dominion Virginia Power
120 Tredgar Street
Richmond Virginia

20110323219